

Housing Advisory Board – suggested reading

Regulator of Social Housing

The Regulator of Social Housing regulatory standards set the outcomes that social landlords in England must deliver for their tenants.

The Regulator of Social Housing sets standards for economic viability, strength of governance and consumers. Only the consumer standards apply to local authority landlords.

Consumer standards and code of practice:

The consumer standards are set out here:

<https://www.gov.uk/government/collections/regulatory-standards-for-landlords>

In addition to the consumer standards, the Regulator has also provided a ‘code of practice’ that elaborates on some of the content of the standards and sets out what the Regulator is looking for when seeking evidence that landlords are delivering the outcomes required.

<https://www.gov.uk/government/publications/consumer-standards-code-of-practice>

Registered providers must deliver all the outcomes of the standards.

Inspection regime

The Regulator will inspect landlords at least every four years to assess their compliance with the consumer standards. Chesterfield Borough Council was assessed between July and September this year. The result of the inspection is expected in November.

Tenant Satisfaction Measures

The Regulator of Social Housing also requires landlords to collect twelve performance indicators through a perception survey of their tenants and ten housing management indicators from their ICT systems. Together these are known as the Tenant Satisfaction Measures. These have to be submitted to the Regulator of Social Housing annually.

The most recent results for Chesterfield Borough are on our website. The full league tables for all landlords will be published later in the autumn.

<https://www.chesterfield.gov.uk/housing/about-our-housing-service/our-performance/tenant-satisfaction-measures-tsms/tenant-satisfaction-measure-results-2023-to-2024/>

Housing Ombudsman Service

The Housing Ombudsman resolves disputes involving tenants and leaseholders of social housing and their landlords. It is mandatory for local authorities landlords to be members of the Housing Ombudsman scheme.

Complaint handling code

The Housing Ombudsman's Complaint Handling Code sets out best practice for landlords complaint handling procedures to enable a positive complaints culture across the social housing sector. The code encourages landlord tenant relationships so that residents can raise a complaint if things go wrong.

The complaint handling code is a statutory scheme (as of April 2024) meaning landlords are obliged by law to follow its requirements.

The link to the code and the requirements placed on social landlords are on the link below.

<https://www.housing-ombudsman.org.uk/landlords-info/complaint-handling-code/>

The link includes information and documents on how landlords should self-assess against the code of practice and report their findings to the Housing Ombudsman. The Housing Ombudsman also requires an annual complaints performance report and a response from the Member Responsible for Complaints to be submitted to them every June.

Copies of the submissions made by Chesterfield Borough Council to meet these requirements are available on the Council's website:

<https://www.chesterfield.gov.uk/housing/about-our-housing-service/housing-ombudsman-and-complaints/>

Training opportunities

Tenant Participation Advisory Service – training session

We have discussed with the Tenant Participation Advisory Service (TPAS) options to deliver a half day training session for board members on the Regulator and consumer standards, meeting expectations in complaint handling and learning from complaints.

TPAS can deliver the training in person or online. If we can identify a series of suitable dates and times, we can look to organise an externally facilitated session to introduce the requirements of the Regulator and Ombudsman as well as likely upcoming changes to regulation – new decent homes, Awaab's Law and skills and training to professionalise social housing.

Regulator of Social Housing

The Regulator is not currently offering any seminars or training. However, plenty of other Housing providers offer courses on regulation such as the Chartered Institute of Housing and Housing Quality Network.

Housing Ombudsman

The Housing Ombudsman offers a library of courses for landlords on the complaints handling code and other areas of complaints handling. These are through e-learning / webinars.

<https://www.housing-ombudsman.org.uk/centre-for-learning/workshops/>

We can create logins and passwords to access these courses and provide a menu of courses that are recommended for completion for board members.

Four million Homes

Four million homes is a national initiative to provide guidance and training on resident rights. They provide in person and online training seminars for tenants of social landlords. This short webinar gives an introduction to the consumer standards:

<https://www.fourmillionhomes.org/videos/new-standards-for-social-housing/>

The full suite of training seminars are available here:

<https://www.fourmillionhomes.org/category/videos/recorded-webinars/>